



The Psychiatrists' Support Service

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&

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Overview

- **Psychiatrists' Support Service**
- **Background**
- **How the PSS works**
- **Data from the service**

Psychiatrists' Support Service



- **The Psychiatrists' Support Service (PSS) provides free, rapid, high quality peer support by telephone to psychiatrists of all grades who may be experiencing personal or work-related difficulties. Our service is totally confidential and delivered by trained Peer Support Psychiatrists (PSPs). Our PSPs are from diverse backgrounds and have received training in many different areas, to improve their understanding and ability to support all those who call the PSS.**

Background to the Psychiatrists' Support Service



- Trainee with serious mental illness
- 2006 Scoping Group chaired by Prof John Gunn
- Listened to accounts from doctors of their experiences
- Common themes: isolation, loneliness, lack of support network, not knowing how to access help
- 2007 PSS started

PSS roles

- **Peer Support Psychiatrists – take calls from College Members at a mutually convenient time**
- **PSS Manager – oversees calls and manages service on a day to day basis**
- **PSS Specialist Adviser – leadership role with the PSS Manager**

Peer Support Psychiatrists

- Includes doctors in training and an **SAS** doctor
- Experienced in providing support to colleagues
- Good Professional Standing (up to date CPD)
- Appointment process
- Meet 3 times/year – support, peer supervision, development
- Outreach role

How does the PSS work?

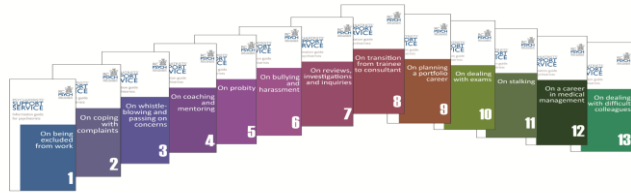
Call to the PSS Manager

- Listens and supports
- Signposts (if appropriate)
- Refers to a Peer Support Psychiatrist
- Feedback to the PSS Manager

Peer supervision

Confidentiality

- **Private PSS office space**
- **Paper records shredded**
- **Secure, encrypted separate drive**
- **Dedicated PSS phone number & email address**
- **Peer Support Psychiatrist based in different area**
- **Peer Support Psychiatrist contact details not shared**



PSS Helpsheets

Training and transition

- Transition from trainee to consultant
- Dealing with exams
- Less than-full-time-training
- Starting out as a trainee

Your health

- Drug and alcohol problems
- Looking after yourself: a survival guide

Managing your career

- Planning a portfolio career
- Medical management

Difficulties in the workplace

- Dealing with difficult colleagues
- Being excluded from work
- Coping with complaints
- Bullying and harassment
- Stalking
- Whistle-blowing and passing on concerns
- Reviews, investigations and inquiries
- Boundaries
- Probity

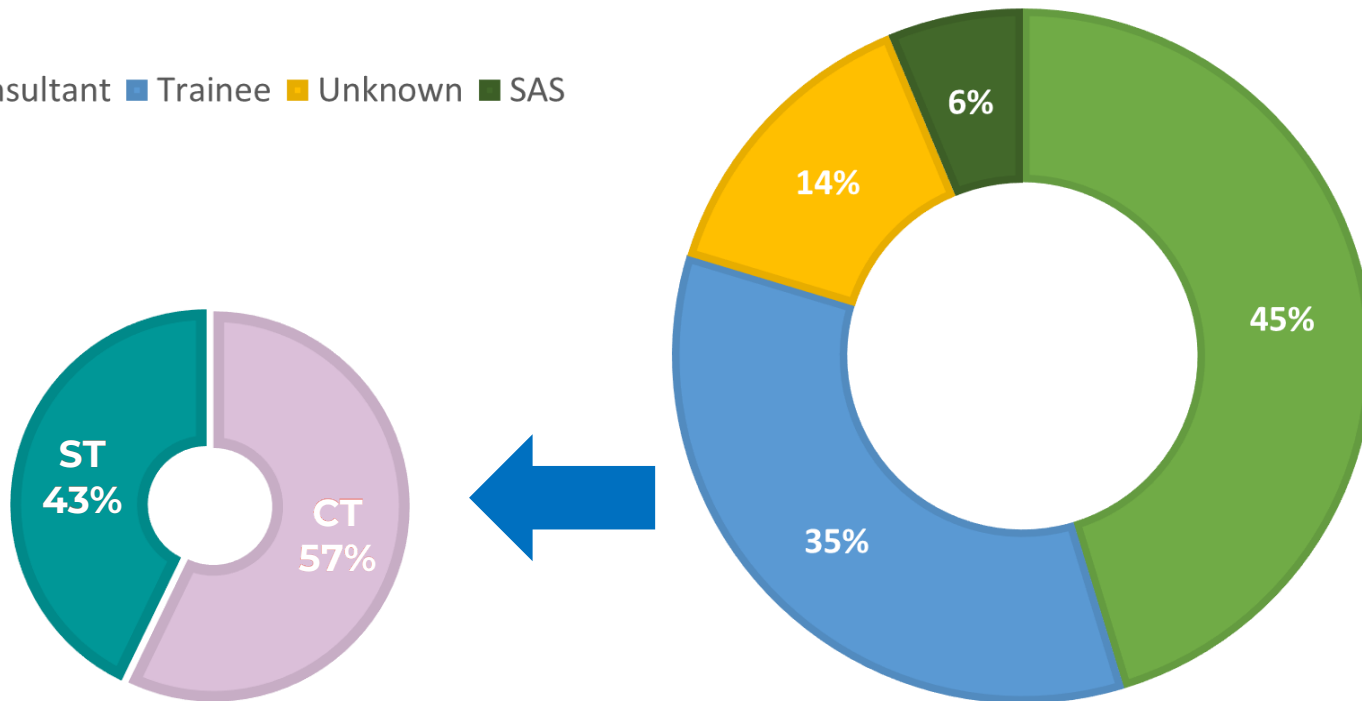
Signposting

What are some of the services we signpost to and why?

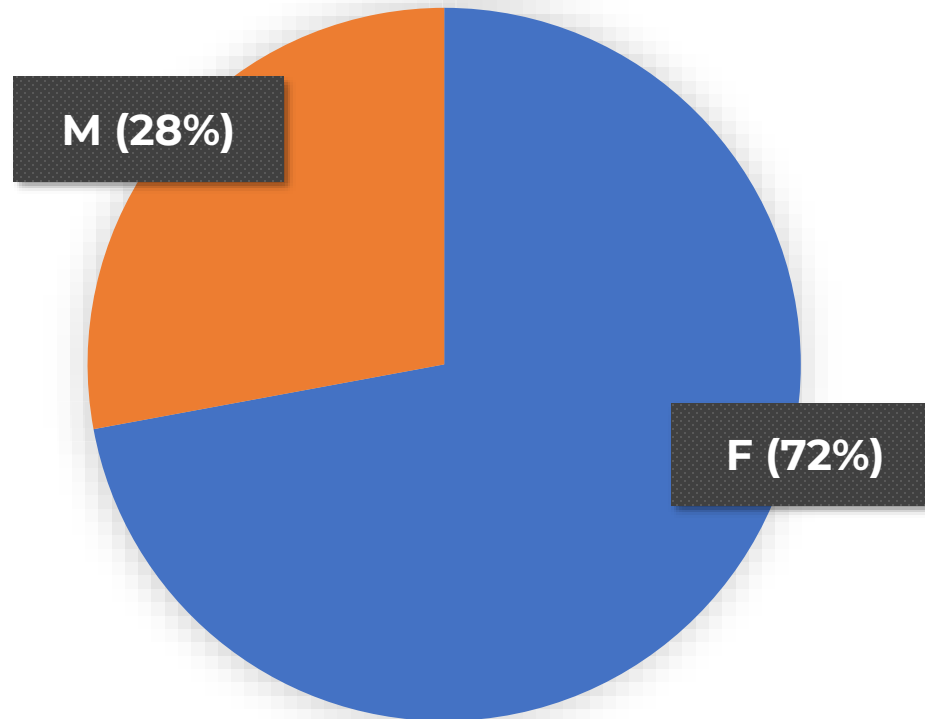
- **BMA Wellbeing Support Services**
- **Defence organisations**
- **DocHealth**
- **Doctors' Support Network**
- **GMC**
- **NHS Practitioner Health**
- **Royal Medical Benevolent Fund**
- **Sick Doctors' Trust**

PSS calls by grade 2021

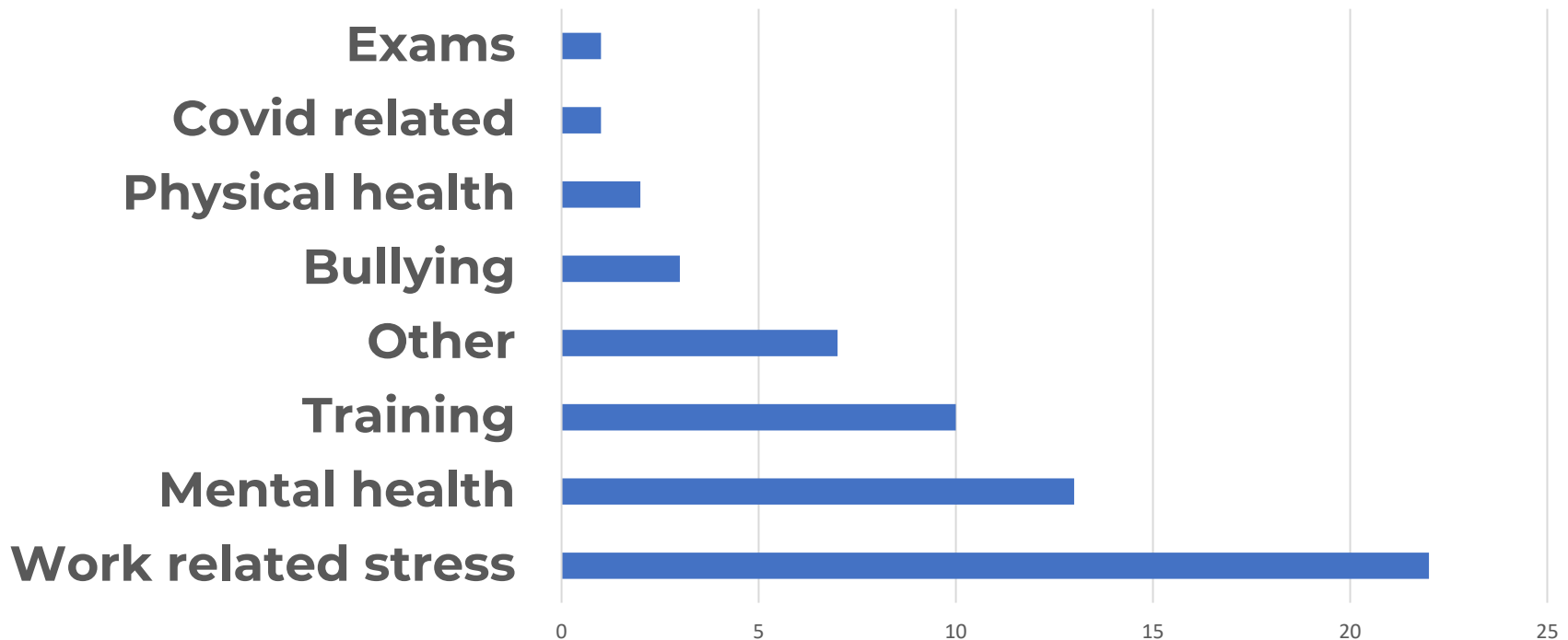
■ Consultant ■ Trainee ■ Unknown ■ SAS



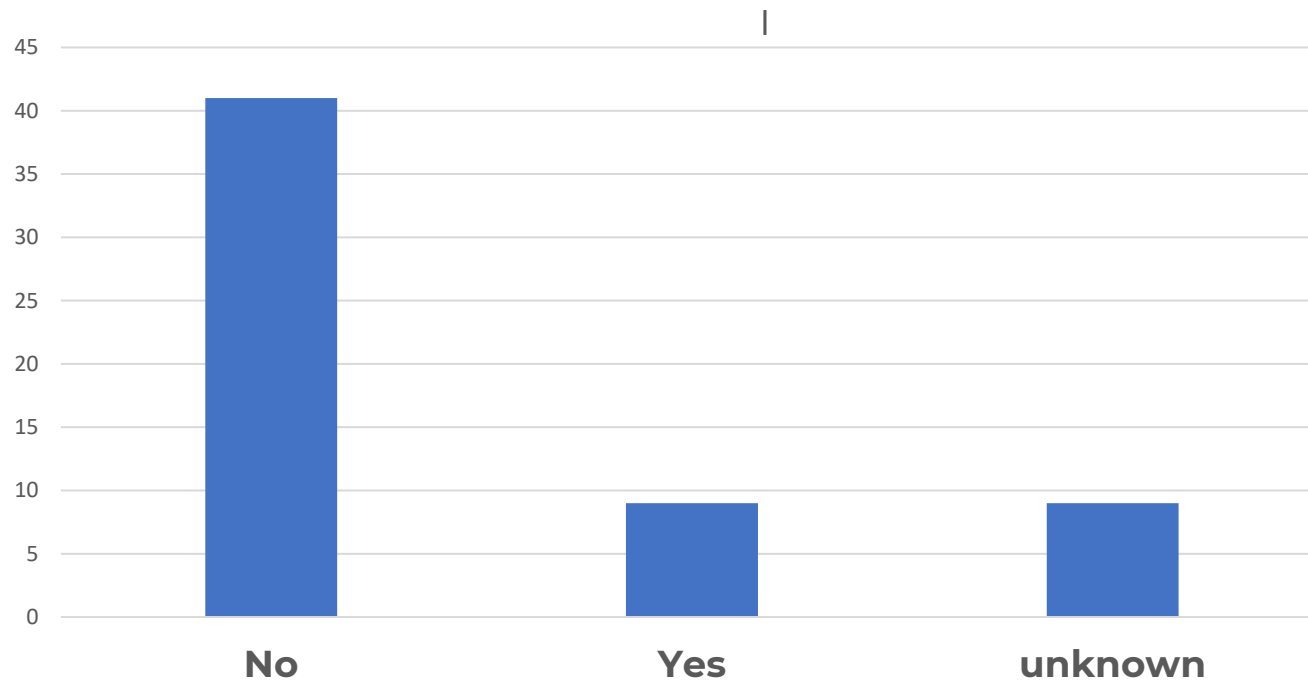
PSS cases by gender (2020)



PSS cases by primary issue 2021



Callers affected by Covid (2021)



PSS webpage and Helpsheets data

- In 2021 the PSS page was viewed a total of 4,782 times.
- The Helpsheets were viewed a total of 747 times

Comparisons with 2020-2021 top Helpsheets views

- Stalking- (59) in 2020- **(77) in 2021**
- Bullying and harassment (42) in 2020- **(93) in 2021**
- Looking after yourself (72) in 2020- **(92) in 2021**

Outcome: feedback from callers

- “It was a very positive experience and [...] helped me get things back in a much more manageable perspective.”
- “Excellent opportunity to be listened to and receive positive non-judgmental feedback.”
- “[...] made me feel validated and was also happy to think outside the box and offer a very human approach to my complex situation.”

PSS contact details

- Email: pss@rcpsych.ac.uk
- Confidential Ph line: 020 8618 4020
- Website: www.rcpsych.ac.uk/pss
- Twitter [@rcpsychPSS](https://twitter.com/rcpsychPSS)